

University of Vermont

ScholarWorks @ UVM

Family Medicine Clerkship Student Projects

Family Medicine Community

2021

Improving the Therapeutic Environment in the Crisis Stabilization Unit at Glens Falls Hospital

Emma Hall

Follow this and additional works at: <https://scholarworks.uvm.edu/fmclerk>



Part of the [Art Therapy Commons](#), [Community Health Commons](#), [Medical Education Commons](#), [Other Mental and Social Health Commons](#), [Primary Care Commons](#), and the [Psychiatric and Mental Health Commons](#)

Recommended Citation

Hall, Emma, "Improving the Therapeutic Environment in the Crisis Stabilization Unit at Glens Falls Hospital" (2021). *Family Medicine Clerkship Student Projects*. 654.
<https://scholarworks.uvm.edu/fmclerk/654>

This Book is brought to you for free and open access by the Family Medicine Community at ScholarWorks @ UVM. It has been accepted for inclusion in Family Medicine Clerkship Student Projects by an authorized administrator of ScholarWorks @ UVM. For more information, please contact donna.omalley@uvm.edu.



The University of Vermont
LARNER COLLEGE OF MEDICINE



HUDSON
HEADWATERS
HEALTH NETWORK

Improving the Therapeutic Environment in the Crisis Stabilization Unit at GFH

Emma Hall, MS3
HHHN LIC 2020-2021



Here for life. Together we are building healthier communities.

www.hhhn.org

BACKGROUND

Crisis Stabilization Unit (CSU) at GFH



Glens Falls Hospital



Here for life. Together we are building healthier communities.

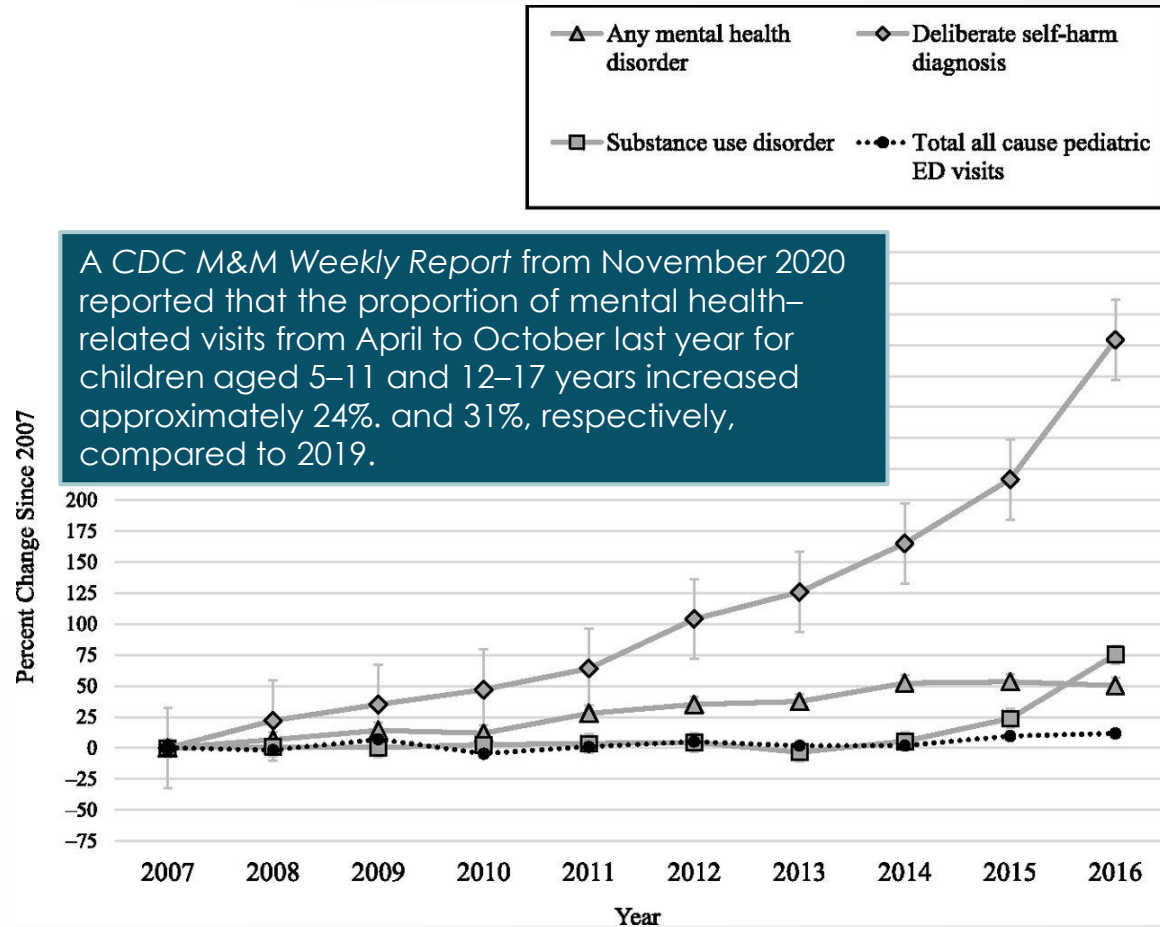
**HUDSON
HEADWATERS**
HEALTH NETWORK

Benefits of Crisis Stabilization Unit

- Reduce overall distress – patient, family, staff
- Rapid assessment & access to appropriate level of treatment
- Improved quality of care
- Increased patient and family satisfaction
- Reduce ED staff burden
- Lower cost of care compared to ED or inpatient

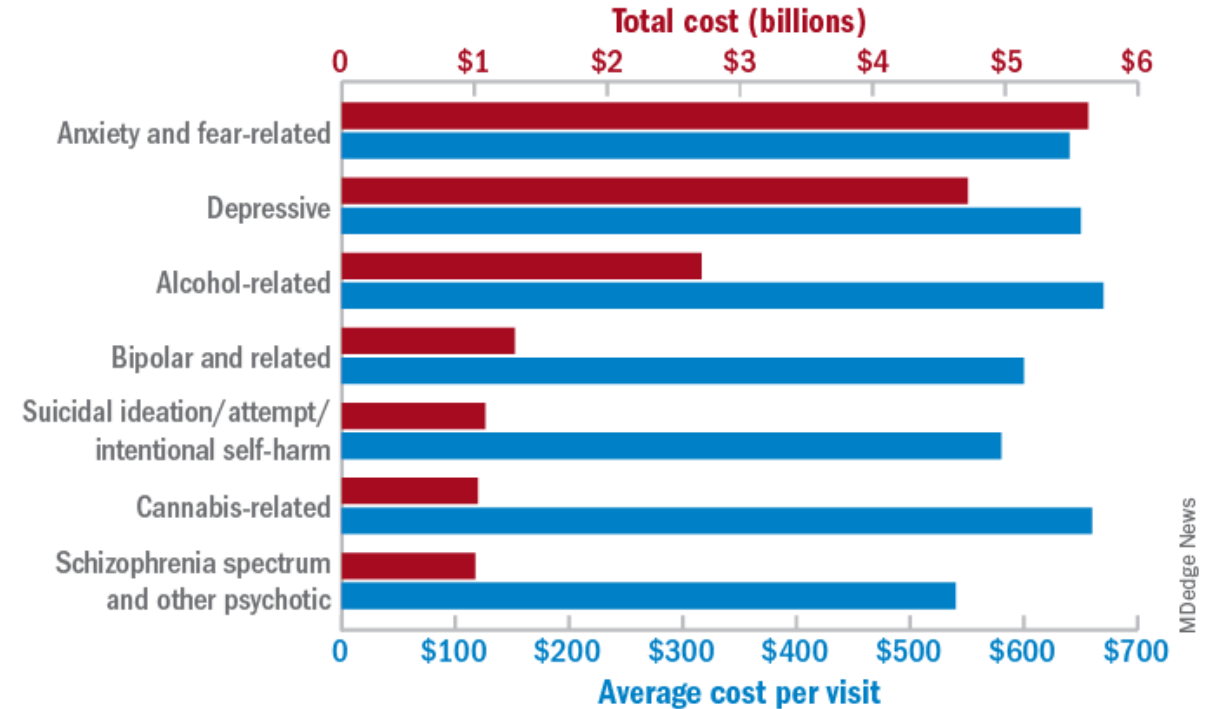


Public Health Impact



Source: Children's Mental Health Emergency Department Visits: 2007–2016. *Pediatrics* Jun 2020

ED visit costs for mental and substance use disorders, 2017



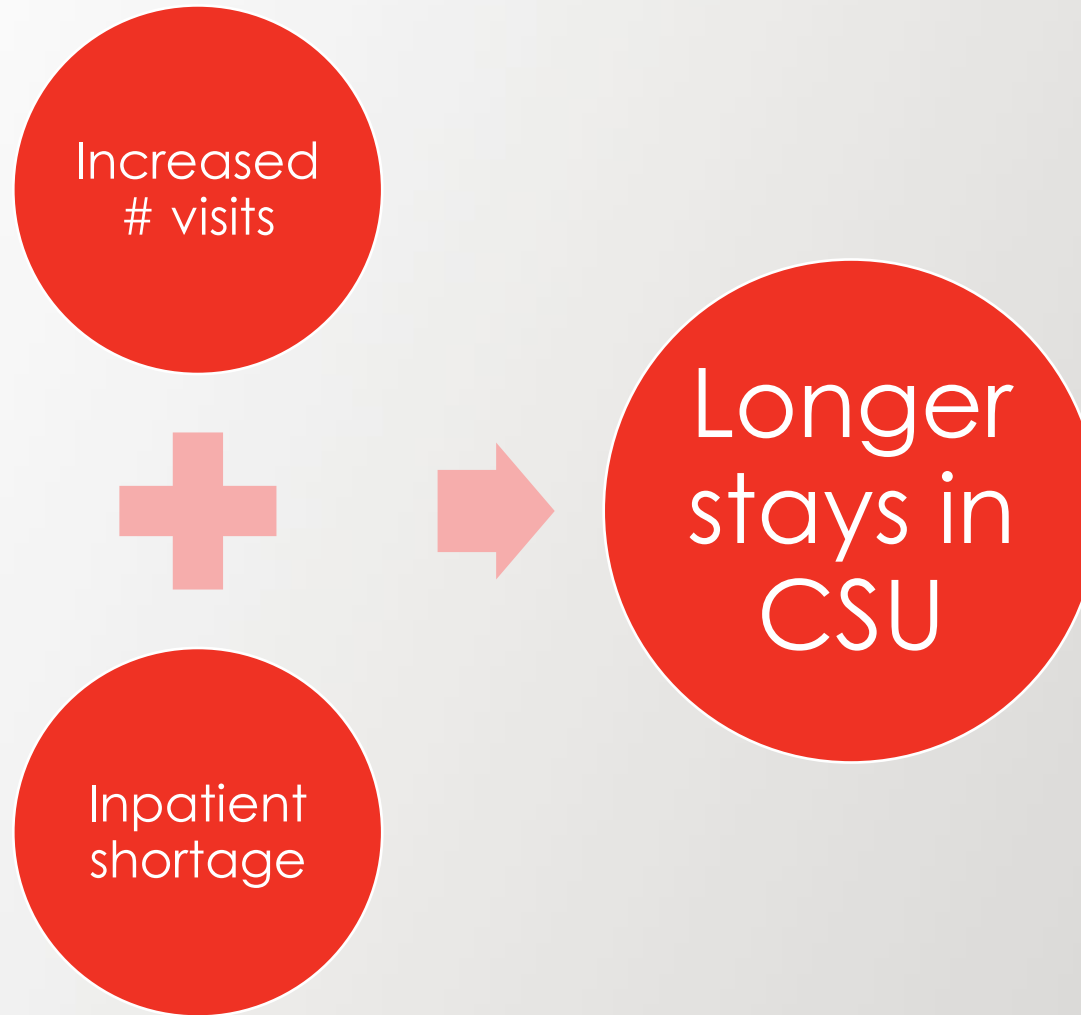
Note: Based on data from the Nationwide Emergency Department Sample.

Source: Agency for Healthcare Research and Quality



Here for life. Together we are building healthier communities.

The Problem: Bottlenecking at GFH



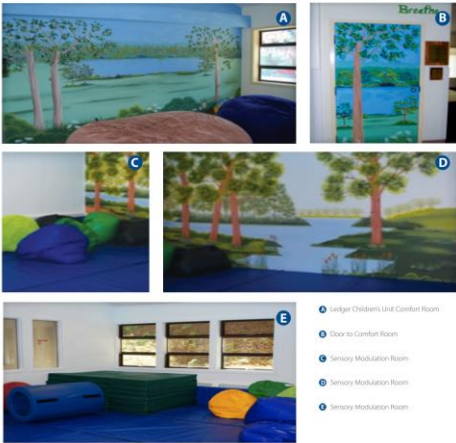
Potential Solution: Therapeutic Environment

Art /
Nature

Visual
Stimuli


Calming
Colors

Appendix E:
Sample Photos — Comfort & Sensory Rooms
at Jack Ledger House in Victoria



Activity /
Distraction


Decreased
Ambient
Noise



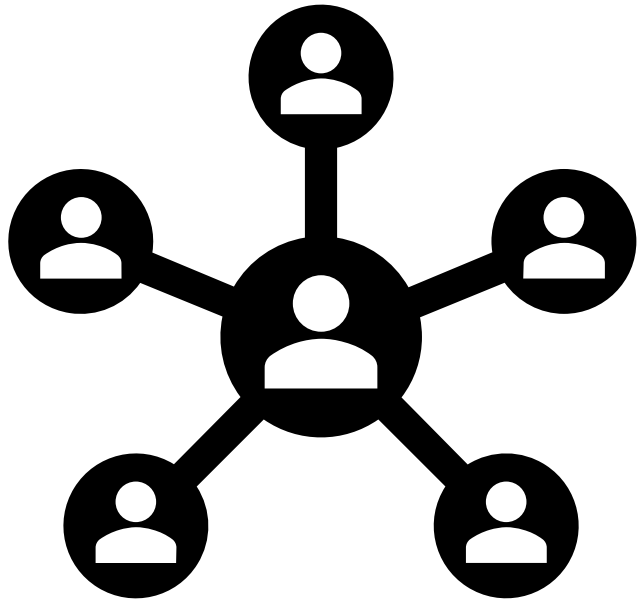
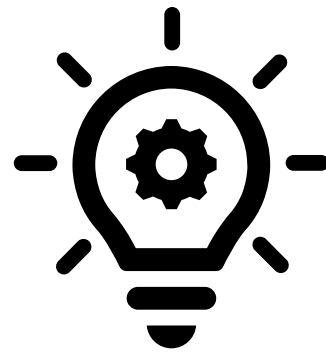
Making a Difference with using a Diversional Activity Cart
Denise Rhew, MSN, RN, CEN, Sandra Kueider, MHA, RN,NE-BC, Susan Owens, BSN, CEN & Julie Eastwood, MSN,RN-BC
Annie Penn Hospital 618 S. Main Street Reidsville, NC 27320

Provincial Quality, Health & Safety
Standards and Guidelines for
Secure Rooms
in Designated
Mental Health Facilities
under the B.C. Mental Health Act

**Secure Rooms and Seclusion Standards
and Guidelines:**
A Literature and Evidence Review

**BRITISH COLUMBIA**

These standards and guidelines apply
to all secure rooms in any facility
designated as a:
• Provincial Mental Health Facility
• Psychiatric Unit
• Observation Unit



- ☐ Met with CSU management
- ☐ Performed a literature review
- ☐ Interviewed regional ED/Psych contacts
- ☐ Compiled research to decide next steps
- ☐ Reached out to local art contacts
- ☐ Applied for grant opportunities

Community Perspective



- Widespread support, community ties
- Matching the needs of your own community
 - Self-soothing supplies for patients with autism
 - iPad or telephone for family contact



Beth Lacy, Ellis Hospital

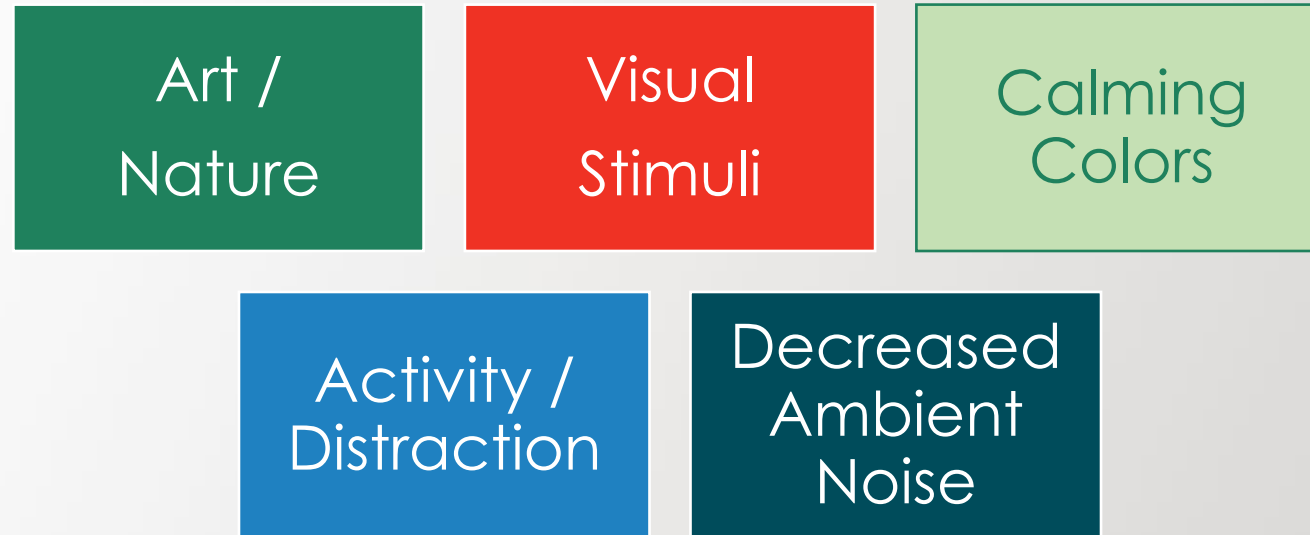
- 13-bed crisis unit
- Large common room
- Peer advocates
- Provisions funded by both ED and Psych depts

Brian Stewart, Columbia Memorial

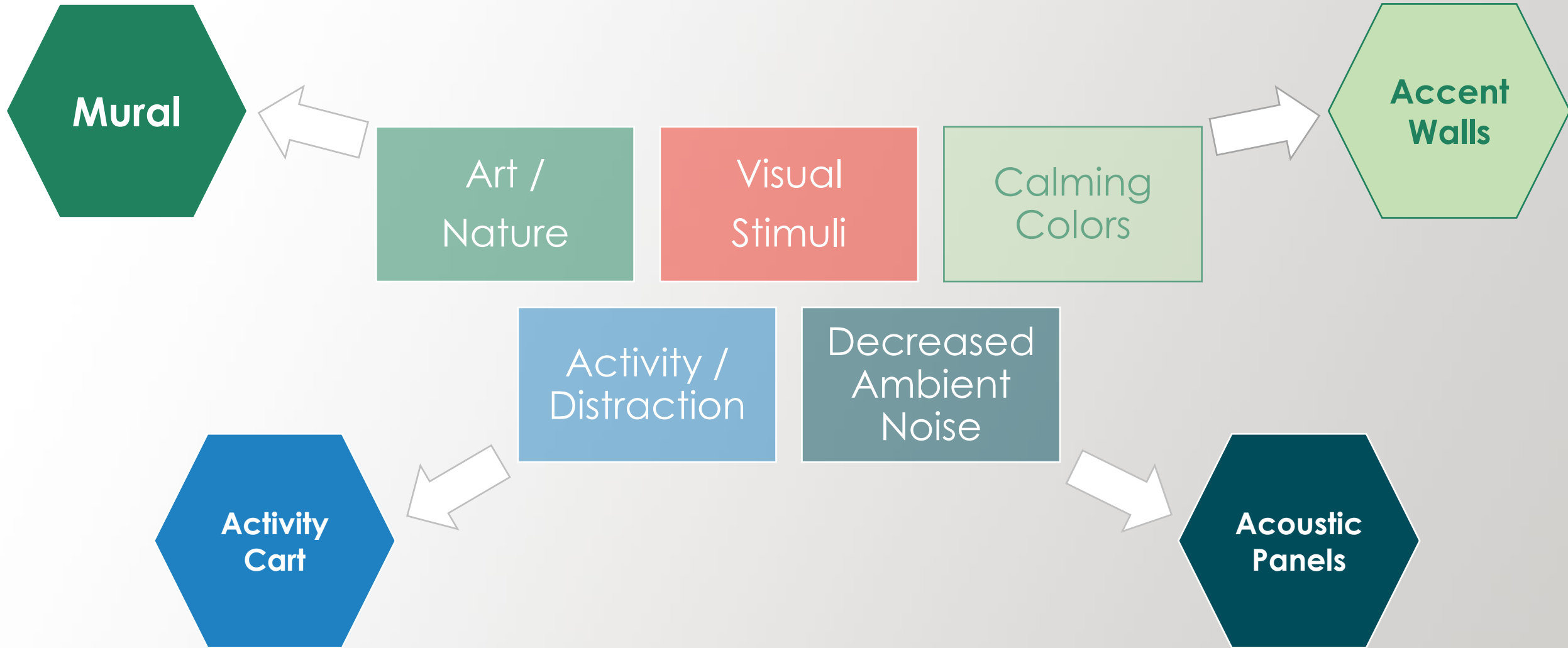
- 4-bed area of ED
- No common room, large hallway
- Acoustic tiles
- Patient rooms with accent wall



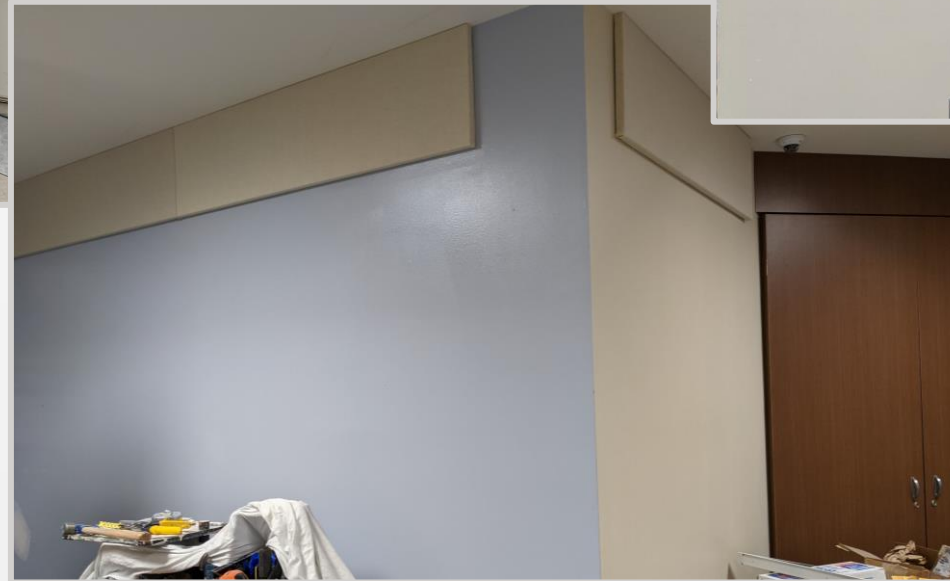
Potential Solutions: Therapeutic Environment



Potential Solutions: Therapeutic Environment



Work In Progress



Here for life. Together we are building healthier communities.

Grant Funding

*Jacob & Eugenie Bucky
Memorial Foundation Inc.*



Here for life. Together we are building healthier communities.

**HUDSON
HEADWATERS**
HEALTH NETWORK

Where We Are At...

... and Where We Are Going

Awaiting response about grant proposal.

Hopefully, we will hear good news at the end of March / April

Contingency plan:

- Donation of paint and supplies
- Volunteer artist and wall painters
- May pursue other donations

Ideas for future projects:

- Increased utilization or expansion of common space
- Therapy with LCSWs
- Activity cart
- Peer advocate program



Project Reflection

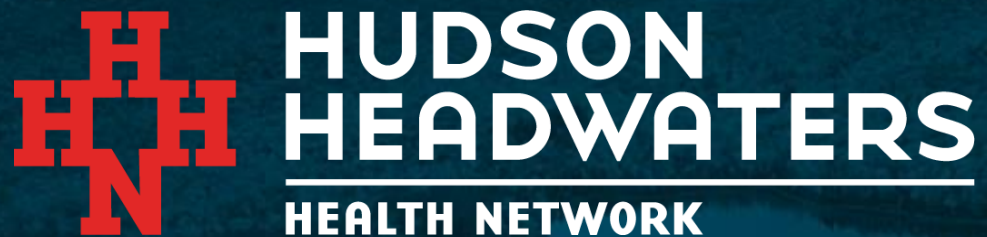
Measures of Effectiveness

- Decreased length of stay, due to earlier stabilization
- Increased discharges to home
- Decreased use of restraints/seclusion for pediatric patients
- Increased patient and family satisfaction

Limitations

- No formal baseline measures
- Timeline
- Safety concerns
- Multifactorial, systemic problem





HUGE THANK YOU TO

Brianna Halleran, LCSW
Clinical Services Manager for BHU/CSU

Kevin McMurtry, RN
Nurse Manager for BHU/CSU

Bates Childress
Senior Development Officer, GFH Foundation

Candice Frye
Executive Director, LARAC

Frank Cheever
Director of Facilities & Engineering

Jenny Hutchinson
Artist and Curator at The Hyde Museum



Here for life. Together we are building healthier communities.

www.hhhn.org

References

- Brind'Amour, K., PhD. (2020, October 01). The New Emergency Department - for Behavioral Health. <https://pediatricsnationwide.org/2020/10/01/the-new-emergency-department-for-behavioral-health/>
- Canada, Ministry of Health, British Columbia. (2012, September). *Secure Rooms and Seclusion Standards and Guidelines: A Literature and Evidence Review*. <https://www.health.gov.bc.ca/library/publications/year/2012/secure-rooms-seclusion-guidelines-lit-review.pdf>
- Canada, Ministry of Health, British Columbia. (2014, August). *Provincial Quality, Health & Safety Standards and Guidelines for Secure Rooms in Designated Mental Health Facilities under the B.C. Mental Health Act*. <https://www2.gov.bc.ca/assets/gov/health/managing-your-health/mental-health-substance-use/secure-rooms-standards-guidelines.pdf>
- Leeb RT, Bitsko RH, Radhakrishnan L, Martinez P, Njai R, Holland KM. Mental Health–Related Emergency Department Visits Among Children Aged <18 Years During the COVID-19 Pandemic — United States, January 1–October 17, 2020. *MMWR Morb Mortal Wkly Rep* 2020;69:1675–1680. DOI: <http://dx.doi.org/10.15585/mmwr.mm6945a3>
- Lo, C. B., Bridge, J. A., Shi, J., Stanley, R. M. (2020, June). Children's Mental Health Emergency Department Visits: 2007–2016. *Pediatrics*, 145 (6) e20191536; DOI: 10.1542/peds.2019-1536
- Karlin, B. E., & Zeiss, R. A. (2006). Best practices: Environmental and therapeutic issues in psychiatric hospital design: Toward best practices. *Psychiatric Services*, 57(10), 1376-1378. doi:10.1176/ps.2006.57.10.1376
- Rhew, D., Kueider, S., Owens, S., & Eastwood, J. (n.d.). *Making a Difference with using a Diversional Activity Cart* [Scholarly project]. In ConeHealth. <https://www.conehealth.com/app/files/public/e771b049-6c8c-438c-9f3f-3e66343e9d9b/making-a-difference-with-using-a-diversional-activity-cart.pdf>
- Saxon, V. (2018). Behavioral Health Crisis Stabilization Centers: A New Normal. *Journal of Mental Health and Clinical Psychology*, 2(3), 23-26. doi:10.29245/2578-2959/2018/3.1124
- United States, Agency for Healthcare Research and Quality, Rockville, MD (2020, October). Statistical Brief #257. www.hcup-us.ahrq.gov/reports/statbriefs/sb257-ED-Costs-Mental-Substance-Use-Disorders-2017.jsp



Consent from Interviewees

Thank you for agreeing to be interviewed. This project is a requirement for the Family Medicine clerkship. It will be stored on the Dana Library ScholarWorks website. Your name will be attached to your interview and you may be cited directly or indirectly in subsequent unpublished or published work. The interviewer affirms that he/she has explained the nature and purpose of this project. The interviewee affirms that he/she has consented to this interview.

Consented ✓

Name: Brian Stewart

Name: Beth Lacy

